

CalFresh Reversing SSI Cash-Out

All Stakeholder Implementation Meeting #3

Wednesday, November 14, 2018

**Hosted by the California Department of Social Services,
CalFresh and Nutrition Branch**



How to Listen In

This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

1. Via phone
2. Via computer



How to Ask Questions

In-Person

- Write your questions on the notecards provided

On-line

- Type your questions into the question pane on your control panel anytime during the presentation.

We will address as many questions as possible at the end of the presentation.

We will follow-up on questions that we cannot get to during the live presentation.

Note: This webinar will be recorded. A link to the recording and all presentation materials will be posted on the [Reversing SSI Cash-Out Webpage](#).

All Stakeholder Meetings

All are invited to join. The group meets bi-monthly, in-person and via webinar.

Next Meeting: All Stakeholder #4

January 15, 2019, 1:00 pm – 2:30 pm
CDSS Headquarters and Webinar

More info, including meeting materials: <http://www.cdss.ca.gov/CalFreshSSI>

Email: CalFreshSSI@dss.ca.gov

Agenda

- Welcome
- Policy Overview
- Implementation Strategies
- Progress
- Next Milestones
- Discussion and Questions

Welcome

Policy Overview

The **Reversal of SSI Cash-Out** was enacted in the state budget and will allow seniors and people with disabilities receiving SSI/SSP to apply for CalFresh food assistance beginning summer 2019 for the first time since 1974.



SSI/SSP

There is NO change or reduction to the SSI/SSP benefit.



CAPI

CAPI recipients will receive a \$10 per person grant increase.

Policy Overview

Two new state food programs will “hold harmless” those households negatively impacted by the change:

- **Supplemental Nutrition Benefit (SNB)** Program will provide supplemental state-funded nutrition benefits to CalFresh households that experience a CalFresh benefit reduction at the time of implementation of the reversal of SSI cash-out.
- **Transitional Nutrition Benefit (TNB)** Program will provide transitional state-funded nutrition benefits to CalFresh households that experience a CalFresh eligibility loss at the time of implementation of the reversal of SSI cash-out.

Client Voices

Patricia's Story

Patricia is a senior who currently receives Social Security retirement benefits and the minimum CalFresh monthly allotment of \$15 in food benefits. To better make ends meet on a modest fixed income, she lives with her sister, who is a senior with disabilities and a recipient of SSI. Patricia is concerned that when her sister becomes eligible for CalFresh that she may lose all of her remaining benefits.

Ying's Story

My mother is a SSI client. Not being able to speak and understand English or to drive causes difficulties when it comes to grocery shopping. The closest grocery store is only 2 miles away; however, its ethnic food aisle lacks variety in brands and tends to be higher priced. Due to this, I drive her to a further grocery store with reasonably priced foods and workers who speak the same language.

Stakeholder Engagement

- All Stakeholder Advisory Group meets bi-monthly: July 16, September 18, November 15, and January 15.
- Four advisory groups (invite only): Outreach, Customer Experience, Data Technical, and Automation Technical.
- All in partnership with CWDA and C4SSI.
- Project Webpage (www.cdss.ca.gov/CalFreshSSI): bi-monthly implementation summaries, advisory group meeting summaries, new materials, including policy guidance.

Four Implementation Strategies

1. Engage and empower clients
2. Target outreach for awareness and assistance
3. Streamline customer experience at initial application and beyond
4. Develop policy, automation, and training foundation



1. Engage and Empower Clients

- Client stakeholders
- Client stories
- Client journey mapping
- Client Data Technical Work Group



Progress: Statewide Client Data Table

Counties	Total CF Households (Source: Data Dashboard / DFA 256)		Total CF Individuals (Source: Data Dashboard / DFA 256)		Total Seniors on CalFresh (60+) (Source: MEDS)		Total SSI (Source: SDX)		Total IHSS (Source: CMIPS)		Total IHSS Population on SSI (Source: CMIPS)	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	57,141	55,241	108,000	101,859	10,989	11,523	49,918	48,494	23,508	24,195	16,841	17,006
Alpine	79	78	139	138	15	15	36	35	23	21	18	16

Total SSI HH Estimated to be CF Eligible (Source: Mathematica)	Total SSI HH Estimated to be CF Eligible and Participating (Source: Mathematica) NOTE: Fiscal Forecasting assumes a 75% participation rate.	Total CF HH Estimated to Experience Decrease in CF (Source: Fiscal Forecasting)	Total CF HH Estimated to Experience Increase in CF (Source: Fiscal Forecasting)	Total CF HH Estimated to Experience Total Loss in CF (Source: Fiscal Forecasting)
September 20	September 20	September 20	September 20	September 20
19,502	14,626	2,901	1,776	281
14	*	*	*	*

SSI Aged (65+) (Source: SDX)		SSI Blind (Source: SDX)		SSI Disabled (Source: SDX)		SSI Age Under 65 (Source: SDX)		SSI Age 65 Or Older (Source: SDX)		SSI Living Independently (Source: SDX)		SSI Institutions (Source: SDX)		SSI with Representative Payee (Source: SDX) NOTE: This is not a required field for the SDX, as a result, there is data missing for 882,392 SSI/SSP recipients associated with this data variable.
June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	July 2018
16,340	16,003	545	634	33,033	31,857	25,780	24,386	24,138	24,108	40,193	39,665	2,406	2,262	13,703
*	*	*	*	31	29	23	22	13	13	32	32	*	*	*

Progress: Statewide Client Data Table

Counties	SSI Race/Ethnicity Breakouts (Source: MEDS)													
	Unknown		White		Hispanic		Black		Asian/Pacific Islander		American Indian		Other	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	13,235	13,645	6,945	6,372	3,956	3,794	12,536	11,957	13,909	13,679	134	124	1,389	1,514
Alpine	*	*	13	12	*	*	*	*	*	*	21	22	*	*

Counties	SSI Language Breakouts (Source: MEDS)																			
	English		Spanish		Cantonese		Mandarin		Japanese		Korean		Tagalog		Russian		Sign		Others	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	28,063	27,677	3,125	3,092	6,296	6,407	1,388	1,400	14	12	351	354	784	740	288	278	79	81	11,716	11,044
Alpine	44	38	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*



Data Definitions for DFA 256, SDX and MEDS



Data Limitations for DFA 256, SDX and MEDS

2. Target Outreach for Awareness and Assistance

- Build comprehensive partner network for outreach/in-reach to seniors and people with disabilities
- Produce outreach materials and messaging kits for seniors and people with disabilities
- Identify application assisters serving seniors and people with disabilities
- Upgrade application assistance tools: on-line, in-person, and by phone

Progress: Partner Outreach Flyer







CalFresh Food & the End of SSI Cash-Out

What does this mean?

SSI RECIPIENTS MAY ALSO RECEIVE CALFRESH FOOD BENEFITS ON AN EBT CARD BEGINNING SUMMER 2019!

- SSI benefits will **NOT** be reduced or eliminated because of this change. CAPI benefits will increase \$10 per person per month for equity with SSI/SSP.
- Most SSI recipients will need to apply for CalFresh – either on the phone, on-line, or in person at their county social services office.
- Excluded SSI members of current CalFresh households **DO NOT** need to apply: SSI members will be added to existing CalFresh households at the next semi-annual or annual report after implementation; or the household can make a voluntary request to add the SSI member any time after implementation.

SUMMARY OF CHANGES		
 Newly Eligible for CalFresh Food Benefits Most SSI recipients and couples living on their own, will be newly eligible for CalFresh. If approved, you will receive an EBT card with CalFresh food benefits loaded monthly. Average food benefits for a household of one is estimated to be \$130 per month.		
 Still Eligible for CalFresh, More Food Benefits If adding the SSI recipient increases a household's CalFresh food benefits, they will simply receive more CalFresh food benefits on their existing EBT card.	 Still Eligible for CalFresh, Less Food Benefits If adding the SSI recipient reduces a household's CalFresh food benefits, they will be eligible to receive a state-funded nutrition benefit called the Supplemental Nutrition Benefit (SNB) on their existing EBT card.	 Ineligible for CalFresh Food Benefits If adding the SSI recipient leads to a total loss of CalFresh food benefits, they will be eligible to receive a state-funded nutrition benefit called the Transitional Nutrition Benefit (TNB) on their existing EBT card.
Get updates here: http://www.cdss.ca.gov/CalFreshSSI Need more information? Send questions here: CalFreshSSI@dss.ca.gov		

Last Updated: 11/07/2018

- Partner Outreach Flyer
 - English and Spanish
 - Accessible
 - More languages in progress
- Email calfreshssi@dss.ca.gov to be added to Partner List
- See new Calendar of Partner Events on [cdss.ca.gov/CalFresh SSI](http://cdss.ca.gov/CalFreshSSI) webpage





CalFresh Food & the End of SSI Cash-Out

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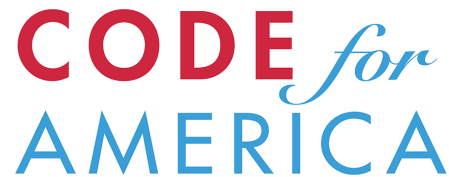
SUMMARY OF CHANGES

 <p>Newly Eligible for CalFresh Food Benefits</p> <p>Most SSI recipients and couples living on their own, will be newly eligible for CalFresh. If approved, you will receive an EBT card with CalFresh food benefits loaded monthly. Average food benefits for a household of one is <i>estimated</i> to be \$130 per month.</p>		
 <p>Still Eligible for CalFresh, More Food Benefits</p> <p>If adding the SSI recipient increases a household's CalFresh food benefits, they will simply receive more CalFresh food benefits on their existing EBT card.</p>	 <p>Still Eligible for CalFresh, Less Food Benefits</p> <p>If adding the SSI recipient reduces a household's CalFresh food benefits, they will be eligible to receive a state-funded nutrition benefit called the Supplemental Nutrition Benefit (SNB) on their existing EBT card.</p>	 <p>Ineligible for CalFresh Food Benefits</p> <p>If adding the SSI recipient leads to a total loss of CalFresh food benefits, they will be eligible to receive a state-funded nutrition benefit called the Transitional Nutrition Benefit (TNB) on their existing EBT card.</p>

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Progress: Leveraging *Current* Application Assisters & Tools



Progress: Proposing *New Application Assisters*

- **Department of Aging (CDA)** / Area Agencies on Aging
- **Department of Rehabilitation (DOR)** / Independent Living Centers
- **Department of Public Health (CDPH)** / County Nutrition Action Plan (CNAP)
- **Social Security Administration (SSA)**



Progress: Leveraging *Current* Communications Partners



3. Streamline Customer Experience

- Develop "Framework of Solutions" for successful implementation
- Provide county technical assistance, peer trainings, and resource kits
- Identify statewide service enhancements



Progress: "Framework of Solutions"



CALFRESH ENDING SSI CASH-OUT SUMMER 2019

Framework of Solutions for Successful Implementation

Mission: Reducing hunger and poverty in California for seniors and people with disabilities.

Vision: Excellent customer service and access for all.



- Offer electronic signatures over telephone to accept and complete applications by telephone
- Offer flexible interview times by telephone
- Upgrade IVR menu and features:
 - Call back, self service



- Maximize Consortia's on-line and mobile application features:
 - Upload verifications, check application status, create accounts
- Promote GetCalFresh.org
- Offer same day service when applicants apply on-line, with telephone interview



- Welcome with Greeter/Customer Service Liaison to assist clients and actively manage lobby
- Upgrade lobby and line management tools
 - Signage, messaging, monitors, on-line terminals, telephones, kiosks
- Offer same day service when applicants come in to apply, with either an in office or telephone interview

STREAMLINE VERIFICATIONS

- Electronic verifications for identity, residence, and SSI income
- Standardized protocols for deductions for medical, dependent care, and shelter

PROVIDE ACCESS FOR ALL

- Reasonable accommodations in all doors
- Multi-language access in all doors
- Authorized representative processes in all doors

COLLABORATE TO HELP CLIENTS APPLY

- County staff from IHSS, Medi-Cal QMBY, multi-program outreach, and other local programs serving people on SSI
- CalFresh Outreach Application assisters, including food banks, area agencies on aging, independent living centers, and more
- All community partners can educate and refer

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Last Updated: 11/06/2018

CALFRESH ENDING SSI CASH-OUT SUMMER 2019

Framework of Solutions for Successful Implementation

Mission: Reducing hunger and poverty in California for seniors and people with disabilities.

Vision: Excellent customer service and access for all.



CALL

- Offer electronic signatures over telephone to accept and complete applications by telephone
- Offer flexible interview times by telephone
- Upgrade IVR menu and features:
 - Call back, self service



CLICK

- Maximize Consortia's on-line and mobile application features:
 - Upload verifications, check application status, create accounts
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COME IN

- Welcome with Greeter/Customer Service Liaison to assist clients and actively manage lobby
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- All community partners can educate and refer

4. Develop Policy, Automation, and Training Foundation

- Policy guidance, notices, and forms
- SAWS Automation Technical Group
- Policy training series
- USDA, SSA, and Tribal partnerships



Recap

- **Policy guidance issued** for implementation and automation of the reversal of SSI cash-out, the Supplemental Nutrition Benefit (SNB) Program, and the Transitional Nutrition Benefit (TNB) Program.
- Policy guidance issued **implementing the SNB and TNB notices**. Additionally, SNB and TNB notices issued in **17 threshold languages**.
- **Consultation with California Tribes** on reversal of SSI cash-out and impact on CalFresh and Food Distribution Program on Indian Reservations (FDPIR).

Progress

- **Policy Question and Answer** ACL issued on the reversal of cash-out, SNB Program and TNB Program.
- **SSA/CDSS Data Sharing Agreement** updates submitted to SSA.
- **County Fiscal Letters** on the reversal of SSI cash-out administration and for SNB Program and TNB Program administration set for November release.
- **SNB and TNB Benefit Tables** under development for early 2019 release.
- **Automation** design in progress and on track for June 1 implementation.



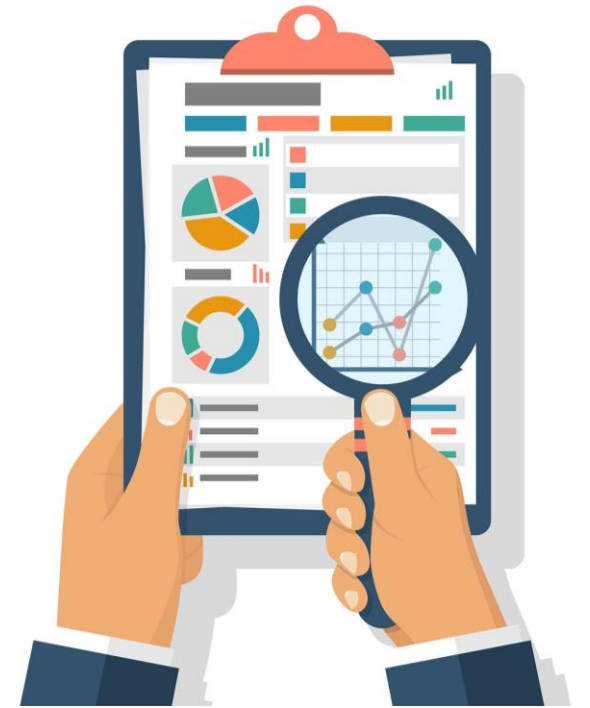
Next Milestones

1. Engaged and Empowered Clients:

- **CalFresh SSI Client-Centered Data Dashboard template (~Jan)**
- Statewide Client Data Table and Guide (on-going)
- Client story collection (on-going)

2. Targeted Outreach:

- **Application Assister network finalized (~Dec)**
- **Application Assister tools upgraded (~March)**
- **Outreach Kits developed (~March)**
- **SSI/SSP mailer (~April)**
- Partner network building and calendar of partner events (on-going)



Next Milestones

3. Streamlined Customer Experience:

- **“Framework of Solutions” Resource Kits (~Jan)**
- **County Operations Roundtable on Readiness for Reversal of SSI Cash-Out (~Feb)**
- County technical assistance and readiness planning (on-going)

4. Policy, Automation & Training Foundation:

- **Policy webinar series on serving seniors and people with disabilities (Jan-Mar)**
- Additional policy guidance (on-going)
- Automation work (on-going)

Summer 2019

Implementation begins June 1, 2019

Continuous Quality Improvement

- Active monitoring, data analysis, and technical assistance with counties, partners, and assisters for all implementation strategies



Discussion and Questions

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